

What is Our Objective?

GITS/CSIT kiosk report preparation began in May 1994. Over 50 federal, state, and local governing entities have been actively working on the report. It is our combined vision that by joining forces we can better serve the public.

At this time, we are in the process of compiling information on current customer service efforts within the federal, state, and local levels. We need to learn about government and private sector efforts to develop and deploy electronic information dissemination systems, especially on the kiosk platform. This information will be used to support our report findings.

The final report will be published in October 1994.

What Do We Want From You?

If you have information to share or want to learn more about government-wide kiosks, the GITS/CSIT kiosk team can be contacted at:

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What is GITS/CSIT?

GITS/CSIT is the Customer Service Improvement Team (CSIT) of the Government Information Technology Services (GITS) working group of the Information Infrastructure Task Force (IITF).

Why is the Postal Service Involved?

The Postal Service has been asked to lead an intergovernmental effort to define how to provide electronic access to government information and services using kiosks as the delivery mechanism.

What is a Kiosk?

A kiosk is a box with a touch screen, a computer engine and telecommunications devices to connect people with a wide array of federal, state, local and tribal information and services. Kiosks will provide:

- 24 Hour, 7 Days a Week Access
- One Stop Shopping - No Arcade of Kiosks
- Online Federal, State, Local, and Tribal Information and Services
- Universal Reach & Coverage to Ensure Access for All

Service to the Citizen
Kiosk Report

to the

Customer Service
Improvement Team

of the

Government Information
Technology Services

July 1994

EXHIBIT

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What is the CSIT Kiosk Model?

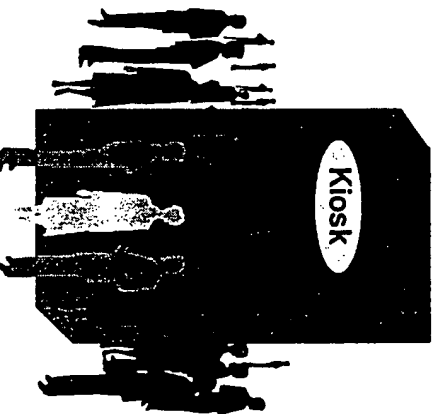
The CSIT kiosk model calls for an integrated suite of applications enabling people to simply and quickly access information and services to meet their immediate needs. For example, a kiosk can:

- Consolidate your moving experience into a single kiosk visit to obtain demographic information, school listings, voter registration, and change your address.
- Find a job, apply for benefits, identify training programs and scholarships, and apply for positions across the country or within your target area.
- Identify benefits you are entitled to receive when faced with a life or family status change.

Often, a single event will touch several government agencies across legislative boundaries. Through a kiosk, an individual can touch multiple federal, state and local government agencies in a single visit.

Why Service to the Citizen Kiosks?

The National Performance Review (NPR) puts forth the vision of increasing the effectiveness of government service delivery by offering public access to state-of-the-art technology. The kiosk is the first in a family of a multi-faceted interactive government services. The client/server model enables agencies to directly update and maintain their information to ensure accuracy and currency. Kiosks are targeted for locations that will best serve the public interests. Possible kiosk locations could be: post office lobbies, grocery stores, libraries, or shopping malls.



Why Should my Agency be Involved?

By providing a single, accessible and easy-to-use way for citizens to interact with their government, agencies will improve customer service and increase customer satisfaction. The cycle time between a customer request for information or materials and the reception thereof will be reduced from weeks to minutes, and the materials provided will be accurate and timely.

- Instead of keeping a government office open only during business hours, the same forms and information are available at the kiosk seven days a week, twenty-four hours a day.
- On-demand printing technology could be utilized for government publications, alleviating the need for costly warehousing and lengthy shipping times.
- Most frequently-asked questions could be answered via a kiosk, reducing the load on and cost of 1-800 numbers.